In the Claims:

1. (Currently Amended) A method of allocating resources of a contact center using an intelligent agent comprising the steps of:

providing an intelligent-agent rule-configuration screen on a supervisor's supervisors terminal that allows the supervisor to select at least one parameter from among a displayed list of a plurality of operational parameters, to set a threshold or limit for the at least one parameter from a displayed list of threshold values and limits for the at least one parameter, to select an action to be taken from a displayed list of actions, to select and a monitoring schedule from a displayed list of monitoring schedules, and to initiate the intelligent agent from a display;

selecting at least one operational parameter of the plurality of operational parameters and a monitoring schedule of the contact center through the intelligent agent rule-configuration screen on the supervisorssupervisor's terminalsterminal;

selecting a monitoring schedule through the intelligent-agent rule configuration-screen on the supervisor's terminal that determines how the selected at least one operational parameter will be monitored;

electronically monitoring the selected at least one operational parameter of the contact center based upon the selected monitoring schedule;

performing a comparison between the operational parameter and a threshold value for the operational parameter; and

determining, based on the comparison, whether an action to be taken to affect allocation of resources of the contact center is necessary.

2.   (Currently Amended) The method of claim 1, <u>further comprising taking an action, the action to be taken is at least one of shutting down a call trunk, shutting down a communication line, and shutting down all of or part of the call center</u><s>wherein the resources of the contact center is communication lines, agents, or communication trunks</s>.

3.   (Original) The method of claim 1, wherein at least one operational parameter is selected from a group including service level, time of call occurrence, number of agents assigned to an agent group, number of agents available to service the contact center, and time of a one-time marketing/promotional campaign.

4.   (Original) The method of claim 1, wherein the step of electronically monitoring, and the step of performing a comparison employ a digital computer associated with the contact center.

5.   (Original) The method of claim 1, wherein the monitoring step is performed in real-time.

6.   (Original) The method of claim 1, wherein the action to be taken tends to improve the value of the operational parameter with respect to the threshold value.

7.   (Original) The method of claim 1, wherein the monitoring step comprises the step of obtaining a sample value of the operational parameter.

8. (Currently Amended) The method of claim 1, wherein the monitoring schedule is at least one of a one time occurrence, a recurrent monitoring with a time or date limit, a recurrent monitoring to be preformed until a certain condition is met, a frequency at which the monitoring is to be performed, and an absolute number of times at which the monitoring is to be performed, performing, and determining steps are performed repeatedly.

9. (Original) The method of claim 8, further comprising the step of acquiring a limitation to terminate the repeated performance of steps, and the step of terminating the repeated performance of steps in accordance with the acquired limitation.

10. (Original) The method of claim 1, further comprising the step of determining whether an error condition exists.

11. (Original) The method of claim 10, further comprising the step of indicating that an error condition exists.

12. (Original) The method of claim 1, further comprising the step of acquiring a threshold value for at least one parameter, and the step of acquiring an action to be taken.

13. (Original) The method of claim 1, further comprising the step of providing indication of an action to be taken.

14. (Original) The method of claim 13, further comprising the step of determining whether an error condition exists, and the step of indicating whether an error condition exists.

15. (Original) The method of claim 14, wherein the monitoring, performing a comparison, determining an action, providing indication of an action, determining whether an error condition exists, and indicating whether an error condition exists steps are performed repeatedly.

16. (Original) The method of claim 15, further comprising the step of acquiring a limitation to terminate the repeated performance of steps.

17. (Original) The method of claim 16, further comprising the step of terminating the repeated performance of steps in accordance with the acquired limitation.

18. (Currently Amended) An apparatus for allocating resources of a contact center using an intelligent agent, comprising:

a supervisors terminal;

an intelligent-agent rule configuration screen on the supervisors terminal adapted to select at least one operational parameter from a displayed list of a plurality of operational parameters, to set a limit or threshold for the at least one parameter from a displayed list of threshold values and limits for the at least one parameter, to select an

action to be taken from a displayed list of actions, ~~and to~~ to select a monitoring schedule

from a displayed list of monitoring schedules that determine how the at least one

parameter is to be monitored~~for the selected operational parameter of the contact center~~,

and to initiate the intelligent agent from a display;

a processing unit coupled with a storage device;

a first set of instructions storable in the storage device and executable by the

processing unit for monitoring the selected at least one operational parameter of the

contact center based upon the selected operational parameter and the selected monitoring

schedule;

a second set of instructions storable in the storage device and executable by

the processing unit for performing a comparison between the operational parameter and a

threshold value for the operational parameter; and

a third set of instructions storable in the storage device and executable by the

processing unit for determining whether an action to be taken to affect allocation of

resources of the contact center is necessary.

19. (Currently Amended) The apparatus of claim 18, further comprising a

fourth set of instructions in the storage device and executable by the processing unit for

taking an action wherein the action to be taken is at least one of shutting down a call

trunk, shutting down a communication line, and shutting down all or part of the call

center~~resources of the contact center is communication lines, agents, or communication~~

~~trunks~~.

20. (Original) The apparatus of claim 18, wherein the operational parameter is selected from a group including service level, time of call occurrence, number of agents assigned to an agent group, number of agents available to service the contact center, and time of a one- time marketing/promotional campaign.

21. (Original) The apparatus of claim 18, wherein the first set of instructions provides for monitoring the operational parameter in real-time.

22. (Original) The apparatus of claim 18, wherein the action to be taken tends to improve the value of the operational parameter with respect to the threshold value.

23. (Original) The apparatus of claim 18, wherein the first set of instructions comprises instructions for obtaining a sample value of the operational parameter.

24. (Original) The apparatus of claim 18, wherein the first, second, and third sets of instructions are executed repeatedly.

25. (Original) The apparatus of claim 18, further comprising a set of instructions storable in the storage and executable by the processing unit for determining whether an error condition exists.

26. (Original) The apparatus of claim 25, further comprising a set of instructions storable in the storage and executable by the processing unit for indicating that an error condition exists.

27. (Original) The apparatus of claim 18, further comprising sets of instructions storable in the storage and executable by the processing unit for acquiring a threshold value for at least one parameter, for acquiring at least one parameter to be monitored, and for acquiring an action to be taken.

28. (Original) The apparatus of claim 18, further comprising a set of instructions storable in the storage and executable by the processing unit for providing indication of an action to be taken.

29. (Original) The apparatus of claim 28, further comprising sets of instructions storable in the storage and executable by the processing unit for determining whether an error condition exists, and for indicating whether an error condition exists.

30. (Original) The apparatus of claim 29, wherein the first, second, third, providing indication of an action to be taken, determining whether an error condition exists, and indicating whether an error condition exists instructions are executed repeatedly.

31. (Original) The apparatus of claim 30, further comprising sets of instructions storable in the storage and executable by the processing unit for acquiring a limitation to terminate the repeated performance of steps, and for terminating the repeated performance of steps in accordance with the acquired limitation.

32. (Currently Amended) An apparatus for allocating resources of a contact center using an intelligent agent, comprising:

means for providing an intelligent-agent rule-configuration screen on a supervisors terminal that allows the supervisor to select at least one parameter from a displayed list of a plurality of operational parameters, to set a threshold or limit for the at least one parameter from a displayed list of threshold values and limits for the selected at least one parameter, to select an action to be taken from a displayed list of actions, to select a monitoring schedule from a displayed list of monitoring schedules, and to initiate the intelligent agent from a display;

means for selecting at least one operational parameter of a plurality of operational parameters and a monitoring schedule of the contact center;

means for selecting a monitoring schedule, the monitoring schedule to determine how the at least one parameter is to be monitored;

means for monitoring the selected at least one operational parameter of the contact center and the selected monitoring schedule;

means for performing a comparison between the operational parameter and a threshold value for the operational parameter; and

means for determining whether an action to be taken to affect allocation of

resources of the contact center is necessary.

33. (Original) The apparatus of claim 32, wherein the monitoring means

provides for monitoring the operational parameter in real-time.

34. (Currently Amended) The apparatus of claim 32, wherein the monitoring

schedule is at least one of a one time occurrence, a recurrent monitoring with a time or

date limit, a recurrent monitoring to be preformed until a certain condition is met, a

frequency at which the monitoring is to be performed, and an absolute number of times at

which the monitoring is to be performedfurther comprising means for providing an

indication of an action to be taken.

35. (Original) The apparatus of claim 32, further comprising means for

acquiring a threshold value for at least one parameter, means for acquiring at least one

parameter to be monitored, and means for acquiring an action to be taken based on the

comparison.

36. (Original) The apparatus of claim 32, wherein the monitoring means

comprises instructions for obtaining a sample value of the operational parameter.

37. (Original) The apparatus of claim 32, further comprising means for

determining whether an error condition exists, and means for indicating whether an error

condition exists.